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February 18, 2021

President Joseph R. Biden
The White House
1600 Pennsylvania Avenue, NW
Washington, D.C. 20500

Dear President Biden,

Postmaster General Louis DeJoy and the United States Postal Service Board of Governors have been shown to disregard the needs of communities by knowingly destabilizing operations within post offices through cost-cutting measures. Americans, in rural, suburban, and urban neighborhoods alike, depend on the reliable, affordable mail service provided by the United States Postal Service (USPS). I urge you to quickly nominate leaders to the Board of Governors who are willing to strengthen and improve mail performance and remove those who continue to undermine that goal.

DeJoy's operational changes - dismantling mail sorting machines, cutting overtime, restricting deliveries, and removing mailboxes - caused widespread delay and harm to the postal service. In the midst of a global pandemic, DeJoy chose to institute significant changes to a delivery system that many Americans relied on to pay time-sensitive bills, receive vital medications, and other basic necessities without any real thought to how it could impact communities. The USPS Office of Inspector General confirmed that "*No analysis of the service impacts of these various changes was conducted*" and "*resulting confusion and inconsistency in operations at postal facilities resulted in significant negative service impacts across the country.*"¹ The poor mail performance of the Postal Service directly coincided to the implementation of these operational changes. Through multiple lawsuits, USPS was forced to reverse these operational changes and under your Administration, USPS has dropped the ongoing appeals to those court orders. However, DeJoy and the current Board of Governors remain a threat to the quality of the mail service.

It has been reported that DeJoy intends to institute a board-supported strategic plan that would "modernize retail and processing operations."² Given the previous iteration of DeJoy's

¹ <https://www.uspsoidg.gov/sites/default/files/document-library-files/2020/20-292-R21.pdf>

² <https://www.govexec.com/management/2021/01/usps-drops-appeals-pledges-fight-dejoys-reforms/171642/>

service changes, we cannot anticipate that the current Board and Postmaster General would prioritize preserving the strength and reliability of the USPS and consider how important affordable, consistent mail delivery is to communities. The USPS is still suffering from significant mail delays due to the staffing shortages caused by COVID-19 in addition to the crush in volume of mail from the holidays. A coalition of 80 Democrats, including myself, have called on your Administration to fill the remaining vacancies on the Board of Governors. The Board alone has the authority to appoint or terminate the Postmaster General. At the moment, this Board has demonstrated a clear dereliction of duty in refusing to hold DeJoy accountable for intentionally sabotaging the normally reliable service provided by postal workers and letter carriers nationwide.

Western New Yorkers have suffered because the Board of Governors has chosen not to uphold its key responsibility to “represent the public interest.”³ We must institute new leadership within the United States Postal Service to ensure that communities, postal workers, and letter carriers remain at the center of decision making within the organization. It is time to fortify an enduring trusted institution with bold action.

Sincerely,

A handwritten signature in blue ink that reads "Brian Higgins". The signature is written in a cursive, slightly slanted style. Below the signature is a horizontal line.

BRIAN HIGGINS
MEMBER OF CONGRESS

³ 39 U.S.C. § 202(a)(1)